Staff Spotlight

Introducing: Lisa Schuhle, Program Specialist

Lisa joined AOP on a part-time basis in February after retiring from a career of over 30 years with Broome County Office for Aging.

Lisa enjoys working with people and finds her position at AOP the perfect part-time job. Lisa is also a board member of United Way and the AgeOn Fund of Broome County, Inc.

Introducing: Jessica Hosier
Long-Term Care Ombudsman Program Coordinator

Jessica came to AOP with 8 years of experience at Broome County Office for Aging. While there, she worked as the senior center site supervisor at one of their senior centers.

In 2017, she joined Binghamton Meals on Wheels where she helped coordinate 200+ volunteers who delivered healthy meals to over 450 eligible seniors.

Jessica enjoys spending time with her family cooking, fishing, gardening, and going on adventures in their RV. Working as an advocate and helping others is her passion.

HANGING BASKET FUNDRAISER

EACH PURCHASE HELPS SUPPORT AOP!

1. PLACE YOUR ORDER - ONLY $25 EACH
   Complete and return the form below, or call Action for Older Persons at 607-722-1251 during the month of April to place your order.

2. WAIT FOR YOUR VOUCHER
   We will mail your voucher after payment has been received.

3. PICK UP YOUR HANGING BASKET
   Starting May 9 (Mother’s Day), bring your voucher to:
   Nanticoke Gardens, 1543 Union Center Highway, Endicott, NY
   Pick up is May 9th until June 30th

   Plant types include but are not limited to:
   Calibrachoa (million bells), Begonias, Ivy Geraniums, Double Impatiens, & Petunias!

   HANGING BASKET ORDER FORM

   Name ________________________________ Date __________
   Address ____________________________________________
   Phone Number ________________________________
   Number of Vouchers _______ Total ($25/each) $ __________

   Make checks payable to Action for Older Persons. Submit this form and your check to:
   Action for Older Persons, 200 Plaza Dr, Suite B, Vestal, NY 13850
   To make a purchase by credit card, call AOP at 607-722-1251.
Medicare Advantage Plans vs. Medigap

Join us for a seminar on the use of Medicare Advantage Plans (MAP) versus Medigap (Medicare Supplement) Policies. You will learn the differences between Original Medicare and MAPs, as well as the different types of MAPs (HMO, PPO, and PFFS plans). You will also learn how Medigap insurance options cover some or all of the remaining costs after Medicare pays for a medical or hospital service. What option is best for you?

- Monday, April 25th at 12:30pm
- Tuesday, May 10th at 12:30pm
- Tuesday, June 14th at 12:30pm

Long-Term Care Insurance

A comprehensive seminar on the various ways to plan for and pay for long-term care. You will learn eligibility guidelines, affordability and risk factors, as well as the various options to offset the costs, including long-term care insurance, NY State Partnership Plans, and the role of Medicare and Medicaid.

- Monday, April 25th at 10:30am
- Tuesday, May 10th at 10:30am
- Tuesday, June 14th at 10:30am

Medicaid and Nursing Home Care

Join AOP for an overview on using Medicaid to pay for a nursing home stay—whether for you, a spouse, parent, or other loved one. Topics include an introduction to financial guidelines, the five year lookback, spousal impoverishment laws, etc. We can also answer questions about long-term care insurance policies and the use of Medicaid.

- Monday, April 25th at 2:30pm
- Tuesday, May 10th at 2:30pm
- Tuesday, June 14th at 2:30pm

Our Doors Are Open—Come On In!

In-person counseling returns to AOP

Our staff and volunteers are excited, at long last, to return to providing in-person Medicare counseling and educational seminars in our office again in Vestal. We have also restocked all our educational brochures and resources to help you find the services and supports you need.

Will you need to wear a mask?
Depending on the level of COVID-19 transmission in the community, we may ask clients to wear masks for their safety as well as our volunteers’ and staff’s safety.

For those who have loved our phone based counseling and watching our seminars from the comfort of your home, you need not worry. We will continue to offer Medicare counseling services over the phone as well. We know that many of our clients have difficulties traveling to our office or have mobility issues and appreciate the convenience of phone counseling.

Take Advantage of Free Lamination

- If you never came in to get your Medicare Card laminated, now is the time.
- We are also happy to make a copy of your COVID Vaccination Card and laminate that for you as well!
Prevention and early detection are keys to staying healthy. If you are enrolled in Medicare, you are eligible for a variety of preventive services that can help prevent health challenges, or detect problems early when treatment works best. Many people are familiar with the most common preventive services, such as mammograms and colonoscopies. Yet, there are a variety of other services that are not taken advantage of as frequently.


Flu shot: Covers one flu shot per flu season.

Hepatitis B shots: Covers these shots if you’re at medium or high risk for Hepatitis B.

Pneumococcal vaccine: Covers two different pneumococcal shots. Part B covers the first shot at any time and a different, second shot if it’s given at least one year after the first shot.

National Immunization Week falls at the end of April.
Did you know that COVID-19, Flu, Hepatitis B, and Pneumococcal shots are Preventive Services covered by Medicare Part B?

Aging Sensitivity Training & Long-Term Care Ombudsman Program (LTCOP)
This combination seminar includes a hands-on training program that will help you become more empathetic and understanding when assisting aging persons. We will review the five senses and how they change as we age.

We will also discuss the role of the Ombudsman Program in advocating for residents in long-term care facilities who are going through these changes. It makes sense that the more aware you are of what the person may be experiencing, the more effective you may become in relating to the person. In many long-term care facilities, residents equate their quality of care and quality of life with how nicely the staff treat them. A kind word goes a long way! Please call for dates & times!

Medicare 101
Join us for a comprehensive Medicare seminar. Learn about the four Parts of Medicare - A, B, C & D, eligibility, and enrollment. Receive an overview of options for additional coverage such as Medicare Advantage plans and supplemental policies, ways to save money with various assistance programs including NYS EPIC, and preventive benefits that can preserve and enhance your life. It is advisable to attend this seminar prior to attending the MAPS vs. GAPS seminar.

Monday, April 25th at 8:30am
Tuesday, May 10th at 8:30am
Tuesday, June 14th at 8:30am
We would like to highlight one of our long-standing volunteers this month. Karen Holman has been with the Long-Term Care Ombudsman Program (LTCOP) for 13 years. This special program works with residents of long-term care facilities to ensure that residents’ rights are being preserved and complaints and questions are being addressed. Through her involvement in the program, Karen has devoted countless hours to the residents of the long-term care facilities she covers.

Volunteer Ombudsmen like Karen make a world of difference in the lives of residents at long-term care facilities by providing an avenue for residents’ voices to be heard. For many months in 2020 and 2021, long-term care facilities closed their doors to visitors because of COVID-19. Karen was one of our first volunteers to start visiting facilities again once nursing homes re-opened to visitors. The staff at Action for Older Persons would like to express our gratitude to Karen for all she does for our agency and the residents that she assists.
Keep an Eye Out for Your AOP Membership Renewal in the Mail

Why Renew? Your membership benefits with a individual (+$25), family (+$40) or supporting (+$60) membership:

- **Early Access, Skip the Rush:** Members get a week earlier access to schedule an appointment for our Medicare Open Enrollment Counseling Appointments.

- **Planning for End of Life:** Offers assistance completing living wills and health care proxies for a nominal fee.

- **Free subscription:** AOP’s quarterly *Mature Messenger* newsletter.

- **Priority reservations:** When space is limited for AOP seminars; and priority consideration for obtaining AOP services on wait lists.

- **Free lamination and Shredding:** Of your Medicare card and free shredding of private, confidential materials at AOP’s annual *Shredding Day*.

**CONCERNED ABOUT THE MISTREATMENT OF AN OLDER ADULT?**

**Elder Abuse Helpline for Concerned Persons**

- Support and assistance for family, friends, neighbors in the lives of mistreated older adults
- Concerned Persons live anywhere in the world
- The mistreated older adult they care about lives in New York State

**844-746-6905**

In an emergency call 911

1 in 10 older adults are mistreated in the U.S.

73M adults have had personal knowledge of a victim
Advanced Planning for the End of Life

What services does APEL provide?
Action for Older Persons’ Advanced Planning for the End of Life (APEL) program offers assistance for individuals (of any age) with completing some advanced directives, including health care proxies and living wills.

APEL helps individuals learn about what advanced directives are, their purpose, who needs to fill them out, and how to fill them out. APEL informs individuals on how to start conversations about health care proxies and wishes regarding medical treatments with family members and health providers. The program provides guidance on what to keep in mind when appointing a health care proxy and filling out a living will and provides health care proxy forms and living will booklets, including the very popular *Five Wishes*.

APEL staff also deliver community presentations in different healthcare and recreational settings. APEL educates others on the authority of a health care proxy and can also shed light on the role of do-not-resuscitate orders and Medical Orders for Life Sustaining Treatment.

Supporting membership ($60) Additional Benefits:

- Recognition in AOP’s Annual Campaign Contributors’ Listing in the Mature Messenger.
- Free assistance completing living wills and health care proxies.
- Access to technology assistance including a private, free half-hour computer, tablet, or cellphone tutoring session.

All Memberships last one year from sign-up

The financial support AOP receives from our members and donors is used to support tried-and-true initiatives that include:

- Advocacy efforts for older adults who don’t have a voice
- Counseling services that educate and empower
- Programming that prevents and addresses elder abuse

In a community that is aging faster than state and national averages, these efforts are more vital than ever.

Your membership and support truly make a difference.

To Schedule Your One-on-One Appointment: Please call 607-722-1251 Consultations are FREE for supporting members
A Heartfelt Thank You to our Supporting Members and Donors

The listing below acknowledges the special commitment of our supporting members and individual donors who have contributed $60 or more since our last issue of Mature Messenger. Thank you for sharing your giving spirit with Action for Older Persons!

AnneMarie Abdelzim
Lorraine Allore
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Did we get it right?

Our members and donors are VERY important to us—but sometimes there are inadvertent errors or omissions in our listing. Please let us know if we got it wrong so we can get it right! Memberships and donation received after 3/15/22 will be recognized in our next newsletter.